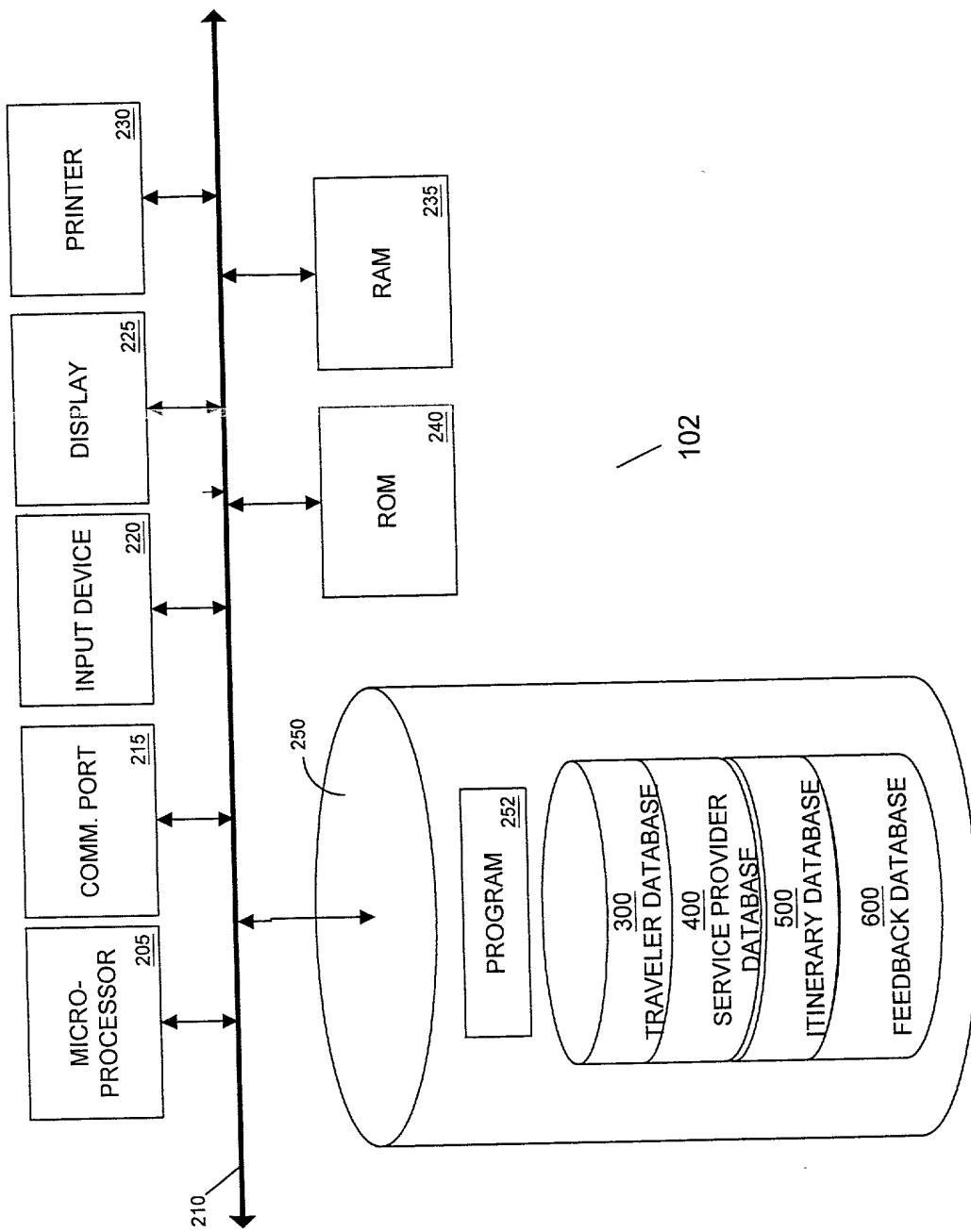


FIG. 1

FIG. 2



| TRAVELER IDENTIFIER | TRAVELER NAME | CONTACT INFORMATION | TRAVEL ORGANIZATION | TRAVEL PREFERENCES |
|---------------------|----------------|-------------------------------|----------------------|---|
| <u>302</u> | <u>304</u> | <u>306</u> | <u>308</u> | <u>310</u> |
| T1001 | JENNIFER JAMES | 32 GARDEN RD. NEWTOWN, USA | COMPANY HQ | United Air; Aisle seat; vegetarian meal |
| T1002 | MIKE SMITH | MSMITH@ISP.COM | R&D GROUP | American Air; FF# 123455; Aisle; Marriott Hotel |
| T1003 | JAMES WHITE | JWHITE@COMP.COM | WASHINGTON OFFICE | Aisle seat; non-smoking |
| T1004 | SUSAN STONE | STONE@COMP.COM | LATIN AMERICA OFFICE | United Air; Hertz Rental car; Marriott Hotel |
| T1005 | KEVIN DOWNS | KEVIN@COMP.COM | COMPANY HQ | non-smoking |

300

FIG. 3

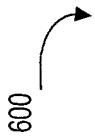
| SERVICE PROVIDER IDENTIFIER | SERVICE PROVIDER NAME | CONTACT INFORMATION | | SERVICE PROVIDER TYPE |
|-----------------------------|------------------------|----------------------------------|-----|-----------------------|
| | | 404 | 406 | |
| S1001 | UNITED AIRLINES | 32 Garden St. Anytown, MI | | AIRLINE |
| S1002 | LUFTHANSA | msmith@lufthansa.com | | AIRLINE |
| S1003 | HERTZ | ljones@hertz.com | | CAR RENTAL |
| S1004 | BUDGET | 111 Main St. Boca Raton, FL | | CAR RENTAL |
| S1005 | MARRIOTT HOTEL | kmason@mariott.com | | HOTEL |
| S1006 | HOLIDAY INN | 45 Elm St. New York, New York | | HOTEL |
| S1007 | QUINCY TRAVEL SERVICES | 121 University Fremont, CA | | TRAVEL AGENCY |

400

FIG. 4

| ITINERARY IDENTIFIER | TRAVELLER IDENTIFIER | TRAVEL START DATE | TRAVEL COMPLETE DATE | SERVICE PROVIDER/ DETAILS | SERVICE PROVIDER/ DETAILS |
|----------------------|----------------------|-------------------|----------------------|---|--|
| 502 | 504 | 506 | 508 | 510a | 510n |
| I1001 | T1003 | 10/1/00 | 10/3/00 | S1001 (Flt 800; NEW to MSP R/T; Seat 22C) | S1005 (2 nites; Airport hotel; nonsmoking) |
| I1002 | T1001 | 10/5/00 | 10/10/00 | S1007 (conf. number 22) | S1001(Flt121; From JFK to SEA R/T; Seat 10A) |
| I1003 | T1002 | 10/15/00 | 10/16/00 | S1003 (Pickup at MSP; Midsize) | S1006(Midtown; 1 nite; king bed; nonsmoking) |
| I1004 | T1003 | 10/17/00 | 10/29/00 | S1002 (Flt 87; From JFK to FRA R/T; Seat 11A) | S1005 (FRA downtown; twin beds; nonsmoking; 9 nites) |
| I1005 | T1004 | 10/21/00 | 10/31/00 | S1001 (Flt 10; From DFW to LAX R/T; Seat 9b) | S1006 (77 Main Street; nonsmoking; 9 nites) |

FIG. 5

600 

| FEEDBACK IDENTIFIER | TRAVELER IDENTIFIER | DATE RECEIVED | DATE CLOSED | SERVICE PROVIDER FEEDBACK DETAILS | SERVICE PROVIDER FEEDBACK DETAILS |
|---------------------|---------------------|---------------|-------------|---|---|
| <u>602</u> | <u>604</u> | <u>606</u> | <u>608</u> | <u>610a</u> | <u>610n</u> |
| F1001 | T1003 | 10/5/00 | 10/5/00 | S1001 (Avg; Hi; Low; Avg; Avg; On Time; Yes; Yes; No; No Comments) | S1005 (Avg; Hi; Hi; Low; n/a; Yes; Yes; Yes; Yes; No; No Comment) |
| F1002 | T1001 | 10/14/00 | 10/15/00 | S1007 (Avg; Avg; Correct; Yes; Yes; No; No Comment) | S1001 (Low; Low; Low; Low; Avg; Late; No; Yes; the flight was 6 hours late and my luggage was lost) |
| F1003 | T1002 | 10/19/00 | 10/19/00 | S1003 (Avg; Avg; hi; Avg; No; No; Yes; My car did not start the second day I had it and no substitute was available) | S1006 (Avg; Avg; Avg; Avg; n/a; Yes; Yes; Yes; Yes; No; No Comment) |
| F1004 | T1003 | 10/31/00 | Open | S1002 (Hi; Hi; Hi; On time; Yes; Yes; No; The flight crew on the flight was fantastic and extremely helpful. Good job!) | S1005 (Low; Low; Low; Poor; No; No; No; No; Yes; This hotel is located in a dangerous part of town and is extremely low quality for the price. We should use another provider or another location when we travel to this city.) |
| F1005 | T1004 | 11/4/00 | 11/9/00 | S1001 (Avg; Avg; Avg; Avg; On time; Yes; Yes; No; No Comment) | S1006 (Hi; Excellent; Avg; Excellent; n/a; Yes; Yes; Yes; No; No Comment) |

FIG. 6

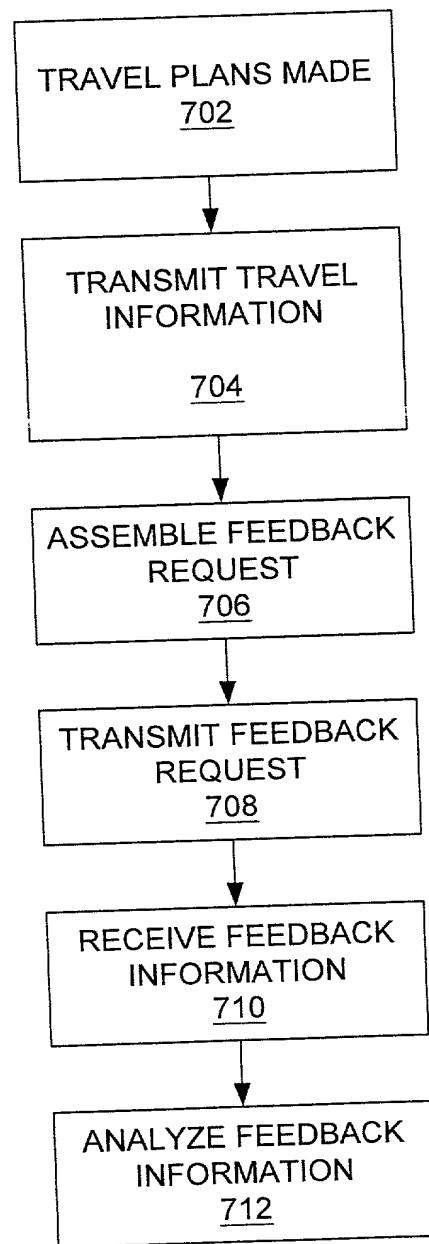


FIG. 7

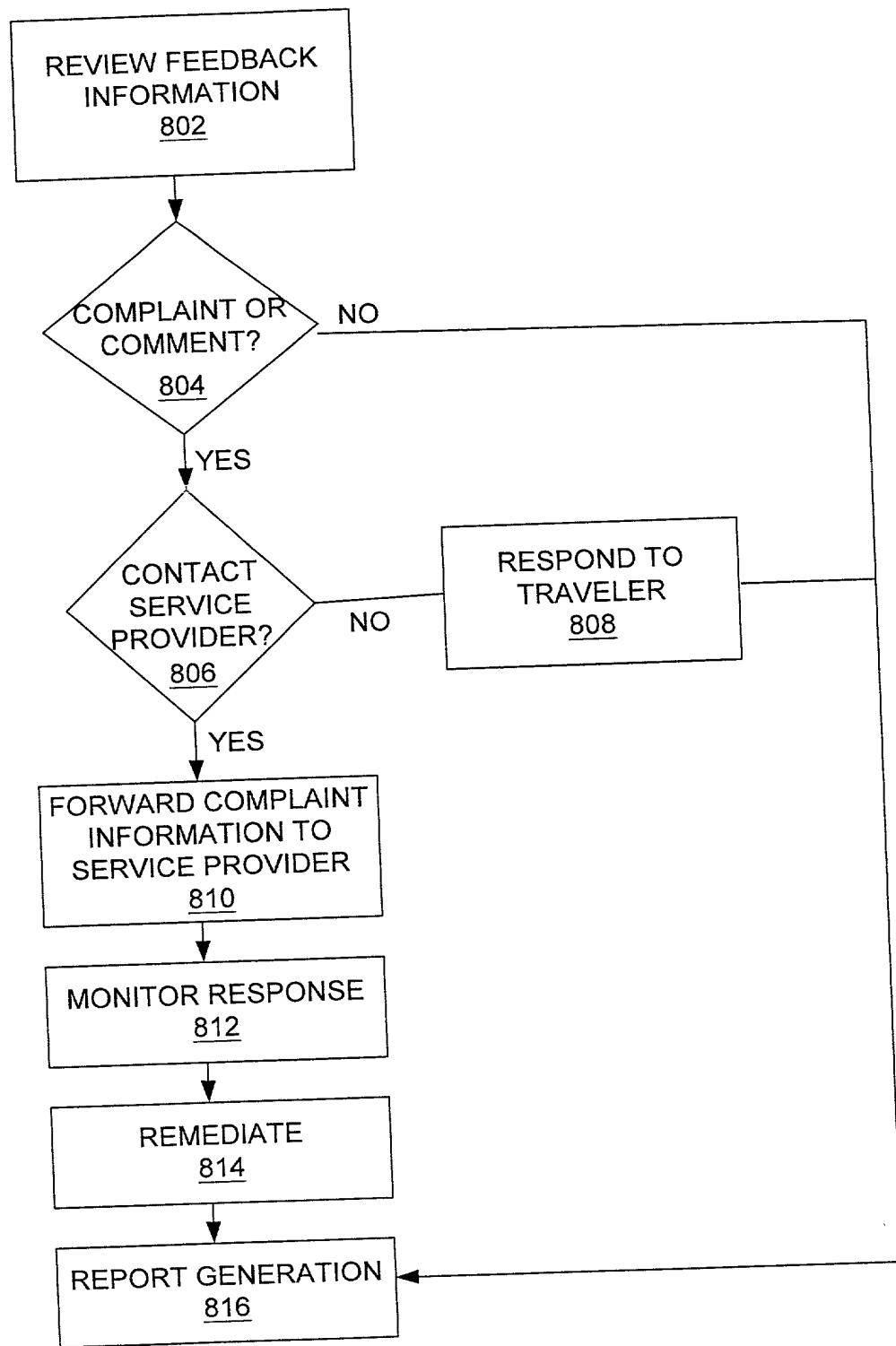


FIG. 8

Carlson Wagonlit Travel Agency - Details - Microsoft Internet Explorer

Rate Travel Agency Details

Travel Agency: Carlson Wagonlit Travel

Your Rating

Friendliness and Professionalism of CWT Travel Counselor: Average Excellent Good Fair Poor

Efficiency of CWT Travel Counselor: Average Excellent Good Fair Poor

Accuracy of Travel Arrangements: correct Yes No

Was your travel profile accurately entered? Yes No

Did you receive your tickets on time? Yes No

Did you need to contact CWT customer service? Yes No

...the After-Hours Emergency Service Center? Yes No

Do you agree that this supplier is Siemens preferred? Yes No

Do you want Carlson Wagonlit Travel to respond?* Yes No

Comments: * required, if YES

Your comments may not exceed 500 characters.

Submit Feedback

US AIRWAYS US 2614 - Details - Microsoft Internet Explorer

Rate Air Details

Flight: US AIRWAYS US 2614
 Date: 01/03/01
 Departure: BDL - HARTFORD BRADLEY
 Destination: BWI - BALTIMORE
 Aircraft: Boeing 737-200

Your Rating

Speed of Check In: Average Excellent Good Fair Poor

Friendliness of Ground Staff: Average Excellent Good Fair Poor

Friendliness of Flight Attendants: Average Excellent Good Fair Poor

Quality of Meal: Average Excellent Good Fair Poor

Satisfaction level with Type of Aircraft: Average Excellent Good Fair Poor

Departure / Arrival Time: on time late

Did you receive your preferred seat? Yes No

Do you agree that this supplier is Siemens preferred? Yes No

Do you want this travel supplier to respond?* Yes No

Comments: * required, if YES

Your comments may not exceed 500 characters.

Submit Feedback

FIG. 9A

FIG. 9B

HAMPTON INNS HAMPTON INN HIGH POI - Details -

Rate Hotel Details

Hotel: HAMPTON INNS HAMPTON INN HIGH POINT
Address: 10066 S MAIN ST HIGH POINT ARCHEDALE NC 27263
Phone: 336-434-5200
Check In - Out: 01/03/01 - 01/06/01
Rate: 73.00 USD / night

Your Rating

Friendliness of Front Desk Staff:

Speed of Check In:

Speed of Check Out:

Cleanliness of Room During Stay:

Hotel Restaurant's Food Quality:

Was your reservation in order?

Was everything in working order?

Was this hotel close to your business location?

Is this travel supplier Siemens appropriate?

Do you want this travel supplier to respond?*

Comments: (Required if YES)
 Your comments may not exceed 500 characters.

Submit Feedback

FIG. 9C

NATIONAL CAR - Details - Microsoft Internet Explorer

Rate Car Details

Company: NATIONAL CAR
Pick Up: GREENSBORO HIGHPT, NC (on 01/03/01 at 10:46a
Drop Off: GREENSBORO HIGHPT, NC (on 01/06/01 at 9:30a
Car Type: Car, Intermediate
Rate: Rate is USD 90.00, 300 free miles per day, BR

Your Rating

Friendliness of Staff:

Speed of Pick Up Procedure:

Speed of Drop Off Procedure:

Cleanliness of Rental Car:

Was your car in working order?

Was your reservation in order?

Do you agree that this supplier is Siemens preferred?

Do you want this travel supplier to respond?*

Comments: (Required if YES)
 Your comments may not exceed 500 characters.

Submit Feedback

FIG. 9D

SIEMENS Shared Services - Travel Management - Traveler Feedback - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Stop Refresh Home Search Favorites History Mail Print Messenger

Address: http://travel.sc.siemens.com/acst/acst_feedback.cfm?Trip_ID=17443&Name=MICKIEWICZ

SIEMENS
Travel Management

Business Travel Feedback

Dear MICHAEL A MICKIEWICZ,

Please rate your overall level of satisfaction on your recent business travel from 01/03/01 to 01/06/01. You may also rate every travel supplier in detail. Do this by clicking 'Rate Details' on the right.

Note: Please be aware of last minute changes not receiving consideration in our stored itinerary. If any travel arrangements did not apply, please select 'n/a'. If you select 'Poor' as your overall level of satisfaction, we would like you to rate the specific travel supplier in detail. The same window will appear that you would get by clicking 'Rate Details'.

Travel Agency

| Travel Agency | Overall Level of Satisfaction | Rate Details |
|------------------------|-------------------------------|------------------------------|
| CARLSON WAGONER TRAVEL | Good | Rate Details |

Air

| Airline | Flight | Date | From - To | Overall Level of Satisfaction | Rate Details |
|------------|---------|----------|-----------|-------------------------------|------------------------------|
| US AIRWAYS | US 2614 | 01/03/01 | BWI - BWI | Good | Rate Details |
| US AIRWAYS | US 3035 | 01/03/01 | BWI - GSO | Good | Rate Details |
| US AIRWAYS | US 9084 | 01/06/01 | GSO - BWI | Good | Rate Details |
| US AIRWAYS | US 2623 | 01/06/01 | BWI - BDL | Good | Rate Details |

Hotel

| Hotel | Check In | Check Out | Overall Level of Satisfaction | Rate Details |
|----------------------------------|----------|-----------|-------------------------------|------------------------------|
| HAMPTON INNS HAMPTON INN HIGH PT | 01/03/01 | 01/06/01 | Good | Rate Details |

Car

| Rental Company | Location | Car Type | Date | Overall Level of Satisfaction | Rate Details |
|----------------|--------------------|---------------|----------|-------------------------------|------------------------------|
| NATIONAL CAR | GREENSBORO HIGH PT | Car, Intermed | 01/03/01 | Good | Rate Details |

General comments

General comments

Your comments may not exceed 500 characters.

Siemens OC

Please select your Siemens OC

PLEASE SELECT YOUR SIEMENS OC

Submit Feedback

FIG. 9E